

## SILICON VALLEY IP GROUP, PC

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| Date: June 15, 2004  | Phone Number | Fax Number     |
| To: Examiner Jeanty  |              | (703) 872-9306 |
| From: Kevin J. Zilka |              |                |

OFFICIAL

Docket No.: STRATP002

App. No: 09/708,244Total Number of Pages Being Transmitted, Including Cover Sheet: 15

## Message:

Please deliver to Examiner Jeanty.

Thank you,

Kevin J. Zilka

☐ Original to follow Via Regular Mail ☒ Original will Not be Sent ☐ Original will follow Via Overnight Courier

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June 15, 2004

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**OFFICIAL**

In re application of:

Daniel L. Owen et al.

Application No. 09/708,244

Filed: November 7, 2000

For: SYSTEM, METHOD AND COMPUTER  
PROGRAM PRODUCT FOR A  
CUSTOMER-CENTRIC COLLABORATIVE  
PROTOCOL

Art Unit: 3632

Ex.: Jeanty, R.

Date: 06/15/04

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is being facsimile  
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22313-1450 at facsimile number: (703) 872-9306 on the above  
date.

Signed: \_\_\_\_\_  
Kevin J. Zilka

AMENDMENT A

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

Dear Sir:

In response to the office action mailed 03/15/04, please enter the following  
amendments.